



Children. Our everything.

CAHPS Webcast

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Agenda

1. CHOC's choice to transition to Child HCAHPS
2. Our approach to physician engagement

CHOC's choice to transition to Child HCAHPS

1. Boston Children's approach to developing the survey made sense
2. Our vendor, NRC, informed us that many others were transitioning – important for benchmarking
3. Our “Best Place to Receive Care Team” wanted to start early to get familiar with the change in survey questions in order to start education and develop strategies
4. We wanted to align and prepare our organization for the up and coming standardized tool for public reporting

Our approach to physician engagement

1. In the past, the survey has been a source of frustration to many of our physicians (“n” size, questions, methodology)
2. Our goal is to involve and align our physicians with our patient and family experience initiatives
3. Developed a quarterly patient experience physician specialty report that could be shared at division meetings

Our approach to physician engagement

Enlist physician champions

Met with two key physician leaders to enlist their support

Outlined what it meant to be a champion



Address concerns and frustrations early and often

Invited vendor rep (NRC) to meet with key leaders, including physicians, to explain the survey methodology

Took our show on the road and met with physician groups to share the same information



Make the data meaningful and involve physicians in improving the patient and family experience

Worked with physician groups to provide feedback (group & physician level, key drivers, comments)

Shadowed visits, asked for patient/family feedback, provided feedback to physicians

Highlighted strengths and opportunities – kept a focus and kept it simple



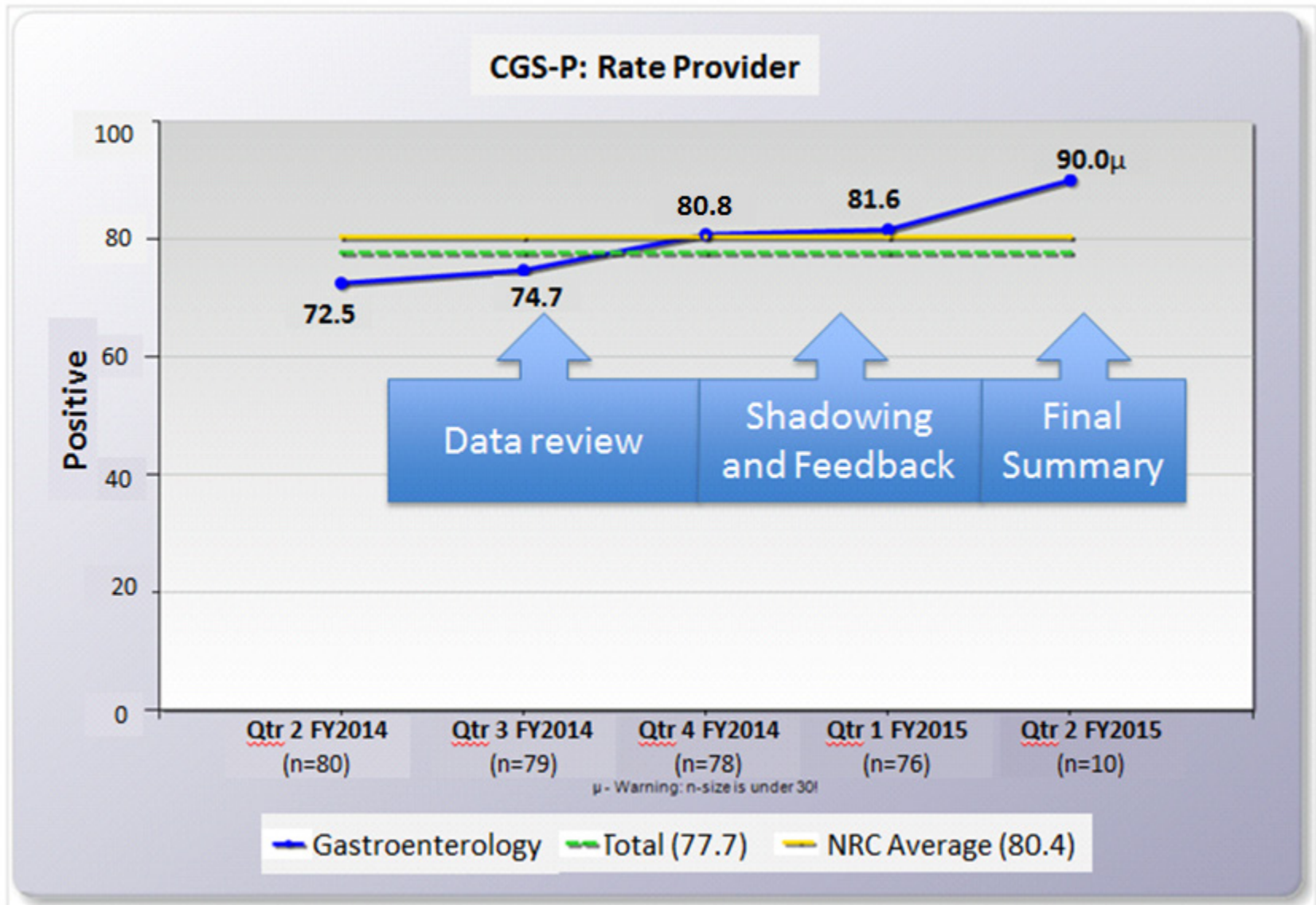
Monitor progress – reward successes and manage the gaps

Provided before and after data

Highlighted and reinforced improvements

Created simple, actionable information to manage the gaps

Data Trend during Shadowing Intervention



Ongoing CAHPS Patient Experience efforts

1. CAHPS Inpatient Key Drivers will be available to us in mid-January - this will be the focus area for implementing action plans and strategies for improvement
2. Continue with physician shadowing in all specialties and provide feedback
3. Keep the focus on the Patient and Family Experience as defined by our patients and families

Thank you.